



7/19/2024

# Roxsand

## Commitment to Customer Service

Written by Donald Hostettler



Donald and his "Rock"

Ace Ready Mix specializes in producing and selling concrete. We strive for excellence and work hard. At Ace, we dedicate ourselves daily to delivering a high-quality, consistent product to all of our customers. It is what we do, and we take pride in our proficiency.

However, without exceptional customer service, our efforts would be in vain, regardless of how diligently we work to retain and attract customers. Anticipating customer needs is crucial. This is achieved most effectively through face-to-face meetings, where we actively listen to our customer's feedback. We must adapt to evolving needs, conditions, and challenges promptly. Regular follow-ups with our customers ensure that we continually improve our service to better meet their expectations.

Every single employee at Ace is involved with keeping our customers happy and loyal. From dispatch to drivers, from quality assurance to management, we all strive to set our customer service standards high. Our drivers undergo comprehensive training, and gain an understanding that a professional demeanor and friendly attitude significantly enhance the relationships with our contractors. Throughout the day, our dispatch team efficiently processes orders using a fantastic system that facilitates collaboration with customers to schedule orders and ensure punctuality. If an unexpected event occurs, our dispatch efficiently communicates updates to customers, ensuring proactive service.



In addition to conducting daily quality assurance tests on job sites and at our two plants, the Quality Assurance team proactively engages with customers before large or complex projects. They are present onsite throughout the week, offering hands-on assistance in various capacities. Even if it's backing in a truck or scraping a chute, they are ensuring comprehensive support.

Ace Ready Mix produces a great product, but we also set ourselves apart from our competitors by striving to provide the best customer experience we can.

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Phrases to boost your customer service skillset:

- I can help you find the answer to that.
- Happy to help!
- I understand how frustrating that must be.
- May I ask why that is?
- Thanks for bringing this to our attention.
- Walk me through what you're expectations are/were.
- I'd love to understand more about...
- To confirm I'm understanding you correctly, do you mean..

An example of an approach when you are met with a request that feels too demanding:

"I appreciate your feedback and your passion for our product/service. However, we do have certain limitations and constraints that we need to work within. Let's find a solution that meets both of our needs."

Avoid flat out refusal, personal attacks, dismissive statements, and dead end answers when you are not in agreement or feel you cannot accommodate a request.

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## 5 Healthy Habit Tips For A Healthy Life

### Get enough sleep

Sleep at least 7-8 hours per night to help your body and mind rest

### Eat a balanced diet

Eat lots of nutrient-dense foods, including lots of fruits & vegetables

### Manage stress

Find healthy ways to manage stress, such as meditation, deep breathing, or yoga.

### Move your body

Incorporate physical activity into your daily routine.

### Practice good hygiene

Wash your hands frequently, and avoid touching your face a lot.



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## Happy Birthday

Melissa Crippen - July 19  
Quality Control

Thomas Saltzman Jr. - July 19  
D&I

Joseph Hickman - July 19  
Sioux Falls

Brian Harr - July 21  
Myrl & Roy's

Brian Pies - July 21  
Summit

Rene Villarreal - July 21  
Firestone

Jesus Manriquez - July 21  
88th Transload

Douglas Wermerskirchen- July 24  
Washta

Brandon Ostert - July 25  
Mountain Division

Rodolfo Molina Rascon- July 25  
Firestone

Adrian Rodriguez Avalos - July 25  
Fort Lupton

## Anniversaries

July

16

**Reed Graves - 15 Years**  
Hawarden

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July

23

**Mylene Bangasser - 30 Years**  
Sioux Falls

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July

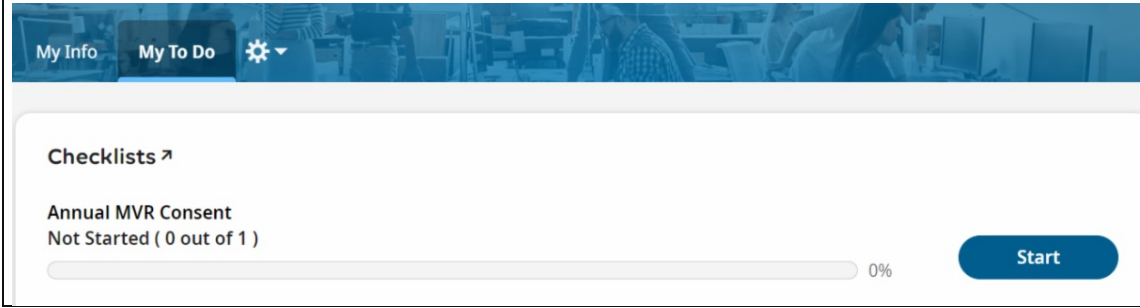
24

**Reed Graves - 15 Years**  
Hawarden

### Reminder to all LGE, Ace, and Myrl and Roy's employees:

We are required to run an MVR (motor vehicle report) on each member of our team who may need to drive a company vehicle for and/or drive their personal vehicle on behalf of company business (which is most of us) each year. If you

haven't already, please log into your Bergan account or your HCMtogo app and complete your MVR (motor vehicle report) Consent Form. On the dashboard, it's assigned as a checklist and will be under the My To Do tab.



The screenshot shows a user interface with a navigation bar at the top containing 'My Info', 'My To Do', and a settings gear icon. Below the navigation bar, there is a section titled 'Checklists' with a right-pointing arrow. Underneath, it displays 'Annual MVR Consent' and 'Not Started ( 0 out of 1 )'. A progress bar is shown below this text, which is currently empty and labeled '0%' on the right. To the right of the progress bar is a blue button labeled 'Start'.

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